



Dear passengers,

Indianapolis is a great place to live and work, and for hundreds of thousands of visitors each year, it is also a destination that offers some of the world's finest sports and event venues, arts and cultural attractions, and one of the nation's most walkable downtown areas.

For many in our city, taxis offer the best transportation option. Every resident and every visitor deserves a positive experience from any taxi service they select. That's why our city partnered with the local hospitality industry to create a Passenger Bill of Rights for every taxi and fare in Indianapolis. We hope this helps ensure your travels in and around Indianapolis are safe and enjoyable.

Sincerely,

Gregory A. Ballard, Mayor
City of Indianapolis

PASSENGER BILL OF RIGHTS

When traveling in a taxi, customers have the right:

- To pay for your ride with a credit card;
- To only pay the amount clearly charged on a visible meter;
- To take the most direct or shortest route to your destination, or to direct the route of your choice;
- To ride in a safe, clean, and well-maintained taxi;
- To ride with a well-groomed, appropriately dressed, and courteous driver who obeys all traffic laws;
- To ride with a knowledgeable driver who speaks English and is familiar with City geography;
- To examine in plain sight the taxi's fare schedule, vehicle license, and operator license;
- To receive a receipt with identifying information;
- Not to be refused service on the basis of race, ethnicity, gender, religion, sexual orientation, or disability. While not every taxi can accommodate items such as wheelchairs, drivers can assist in securing appropriate vehicles for transporting individuals with disabilities.

To report a complaint, please call **(317) 327-TAXI (8294)**

- OR -

Email taxi@indy.gov

Please provide the date, time, and location of any violation as well as a brief narrative of the violation and your contact information.